

PROJECT summary



Jarokelo.hu is an online platform that encourages citizen participation at the local level and enhances the quality of communication with local governments. Citizens submit complaints about problems in their neighbourhood with a photo and a short description to the website, the complaint is published on Jarokelo.hu and at the same time it is sent in email to the responsible authority in order to signal the problem. The response of the authority (or service provider) is published on the website for users to comment or suggest different solutions.

ACHIEVEMENTS

Jarokelo.hu was launched from a Visegrad Fund grant in October, 2012 in Budapest, Hungary, using the system developed and implemented in Slovakia by the Slovak Governance Institute. It is run by Média Centrum Nonprofit Association with the help of altogether eight volunteers. Five volunteers are responsible for the approval and forwarding the complaint submissions, three are working on the social media presence and the administration of the project; and the development of the site.

Our calculations showed that since the site is run on a voluntary basis, with the traffic and number of submissions it generates at the moment, we have been covering altogether ca. 2300 EUR wage per month with volunteer work. In addition to this, the hosting server was the donation of a Hungarian IT company called BIG FISH.

In 2013 Jarokelo.hu received **100 EUR in micro-donations**, and a **3300 EUR one-time donation** in December 2013 from Concorde Securities Ltd. During the year the

micro-donations were spent on T-shirts for the volunteers and a few items required for promotion (business cards, Facebook ads).

In April, 2013 the first mainstream media reports were published about Jarokelo.hu (evening news report on RTL Klub, one of Hungary's largest commercial TV channels; article on one of Hungary's largest news site called Index.hu).

In the past three months (Nov. 1, 2013- Jan. 21, 2014) the counter for the number of 'solved and closed' has surpassed **800**. During this period the site had 6404 visitors, **10 406 unique visits** and 41 204 pageviews. Jarokelo.hu has almost **500 active users**.



'Before/After', when problems are solved with the help of Jarokelo.hu

GOALS

The main aim of the project is to provide all Hungarian cities and towns with the same platform. We believe that the work of **local governments will become more efficient and transparent**, also they will turn more citizen-oriented if they start collecting complaints and feedback via Jarokelo.hu. In 2014 we would like to start expanding the service in Western Hungary, targeting ten cities in the region.

The release of the Jarokelo.hu mobile application (Android, iOS, Windows Phone and Firefox OS) is planned to take place in February/March, 2014. The aim of the application is to create an alternative platform for users to report a problem and send a photo directly from their mobile device.

The long-term goal of Jarokelo.hu is to create a platform where local governments and citizens can create urban-development projects together based on the complaints submitted on the website.

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